



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Avenue, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: 711 or 1-800-253-0191

Service Support Coordinator
Burlington Telecom

POSTING DATE: September 12, 2014
RATE OF PAY: \$21.58/hr DOE
EXEMPT/NON-EXEMPT: Non-Exempt
UNION: Non-Union

DEADLINE TO APPLY: September 22, 2014
POSITION STATUS: Limited Service Full Time
CLASSIFICATION GRADE: BT Range 2

This position is responsible for providing superior technical assistance and customer service to Burlington Telecom customers. This position will participate in resolving and tracking customer troubles. In addition, this position will be responsible for coordinating Service Support Technician resources to ensure proper and timely responses.

Essential Job Functions:

- Receives incoming customer calls regarding technical questions and/or troubles for any service offered by Burlington Telecom.
- Performs phone based troubleshooting and screening with end users and determines whether the trouble is inside or out using BT equipment and technical resources
- Dispatches and coordinates Service Support Technician resources.
- Coordinates repair efforts between technicians and escalates to the Technical Operations Manager as necessary.
- Places follow up calls to the customer as necessary.
- Augments the Service Support Techs as necessary by performing field based troubleshooting and repair at customer premises, escalating to field installation or engineering departments as necessary.
- Issues trouble tickets ensuring timely and effective responses from BT staff.
- Tracks troubles on daily basis and generates reports to identify trends.
- Functions as the single point of contact for supporting business customers during normal business hours M-F, 8-5.
- Assists commercial account executives in administrative or clerical tasks as needed.
- Reviews all closed service orders to ensure accurate provisioning
- Reviews tracking of incoming and outgoing inventory to ensure accurate counts.
- When working after business normal hours, determines whether a service call is necessary and responds according to call-out procedures.
- Assist in generating and tracking internal reports as well as quality standard reports to be submitted to the public service board.
- Acts as the lead training resources for new service support employees.
- Keeps all reference manuals and materials utilized by the service support team updated and current.

Qualifications/Basic Job Requirements:

- Associates Degree in Computer Science, IS, or related field and one year comparable experience as a technical support /customer service representative or four years comparable experience as a technical support/customer service representative may be substituted for the educational requirements.
- A strong knowledge of modern telephone, internet and cable television technologies.
- In depth knowledge of LAN and home router set up and configuration required.
- Wi-Fi technology usage, setup and troubleshooting experience highly desired.
- PC Proficiency (Windows XP, 7, 8 and MAC OS X) required.
- Considerable knowledge and ability to set up and configure popular mail clients such as Outlook, Outlook Express, Eudora and Thunderbird.
- Knowledge of Ethernet, TCP/IP, DHCP, DNS, and FTP Protocols.
- Knowledge of network troubleshooting utilities such as PING, IPCONFIG and DNS LOOKUP.
- Ability to make / repair various communications cables – mainly CAT5
- Experience in desktop repair, including malware removal, high desirable
- Ability to communicate effectively orally and in writing.
- Ability to perform accurate data entry in various service provisioning systems
- Excellent interpersonal skills required.
- Ability to creates and maintain documentation manuals – for internal use and customer use.
- Must be able to work independently and as part of the help desk team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Ability to work nights, weekends and holidays required.
- Ability to be on-call.
- Ability to maintain confidential information.
- Ability to obtain and maintain a valid driver's license required.

To Apply: Submit cover letter, resume and a City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY.
EOE.